



## Jackson Parish Police Jury

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### Work Order Policy

Adopted by the Jackson Parish Police Jury effective April 9<sup>th</sup>, 2018

**PURPOSE:** Policy to establish a standard operating practice to receive, assign, and track all Maintenance Department work orders with the Jackson Parish Police Jury.

**SCOPE:** This policy applies to all Maintenance Department work orders with the Jackson Parish Police Jury. Road and Solid Waste departments have established their own departmental procedures.

**POLICY STATEMENT:** Work orders are used to request, assign, and track work that needs to be accomplished by the Jackson Parish Police Jury Maintenance Department including, but not limited to, maintenance, repair, and minor construction work. The work order also serves to document the completion of work and to estimate and track labor, material, and any other costs associated with the completion of that work for budget and cost review and allocation. The primary functions that work orders accomplish are:

- Work orders serve as the vehicle/means to assign work and distribute the assignment to the appropriate Maintenance Crew Member.
- Work orders provide documentation of work for the Police Jury, our customers, regulatory agencies, and asset management.
- Work orders provide operational information. Having the ability to monitor and review statistical data provides the information needed to assess and improve operational processes.
- Work orders are used to allocate costs, materials, labor and any other costs or resources utilized to complete the job or service. These costs can be reviewed in relation to budgetary limits and prioritized accordingly.
- All work orders must be completed in a timely manner or cancelled. Work orders cannot be deleted.

### DEFINITIONS

- **Internally-Generated:** a work order that is initiated and requested by Jackson Parish Police Jury employees (Maintenance Department, Administrative Department, etc.). For example, a maintenance crew member might notice that a ceiling tile is discolored due to a leaking HVAC system valve in the ceiling and generated a work order to fix the valve and replace the ceiling tile.
- **Customer-Generated:** a work order submitted by staff members of agencies outside of Jackson Parish Police Jury operations.

### PROCEDURES

#### A. Receiving and Distributing Work Orders

- Pre-printed and number Work Order Forms (WOF) will be available at Jackson Parish Police Jury facilities including, but not limited to the below. The number sequencing will begin with a two-letter designation of the building location – two digit designation of the calendar year - ###.
- Jackson Parish Courthouse (CH)
- Dr. Charles H. Garrett Community Center (CC)
- Jackson Parish Health Unit (HU)
- Blake Building (current Coroner and O.E.P. offices) (BB)
- Cooper Street Building (current LSU Ag Center offices) (CS)



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- Top portion of WOF is to be filled out *legibly* by requestor (whether internally or customer generated) and turned in to the Jackson Parish Police Jury Office.
- The Secretary-Treasurer will review the request with the Maintenance Supervisor to determine the estimated expenditures and a priority will be assigned based on need and budgetary restrictions.
- The Maintenance Supervisor will assign a maintenance crew member and a scheduled start date.
- If any purchases need to be made in relation to the Work Order, the estimates, corresponding P.O.'s (if over \$400), and any additional backup documentation will be attached.

### B. Completed Work Order

- Completed work orders are turned in to the Maintenance Supervisor within one business day of work completion. Completed work orders must include:
  - The name of each employee that performed work for the work order.
  - The approximate number of hours directly associated with completion of the work including travel time, time to obtain parts, etc.
  - Notes or comments of the actions took to complete request, follow-up actions if any.
  - Work completion date
  - Name and signature of assigned maintenance crew member.
- The Maintenance Supervisor will review and sign off on completed work.
- All completed work orders and associated backup documentation will be turned in to the Secretary-Treasurer and will be logged and kept on file for a minimum of one year. Major work orders may be retained longer at the discretion of the Secretary-Treasurer.

### C. Canceling a Work Order

- There are three reasons for the cancelation of a work order.
  1. The originator of the work order cancels the work requested.
  2. The job is refused by management for any number of reasons.
  3. The work order is a duplicate. In this instance, the newest work order shall be cancelled and the oldest (original) work order remains open.
- Work orders requiring cancellation must be documented with a reason on the work order in the comments field. The Maintenance Supervisor will review and approve the cancellation and turn in the form to the Secretary-Treasurer.